

Product Assurance

Reporting of Product Quality Deficiencies Within the U.S. Army

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SUMMARY of CHANGE

AR 702-7-1

Reporting of Product Quality Deficiencies Within the U.S. Army

Specifically, this revision--

- o Incorporates administrative changes only.
- o Does not reflect any new policy changes.

Effective 2 August 2001

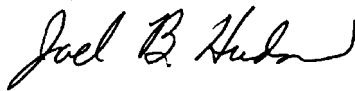
Product Assurance

Reporting of Product Quality Deficiencies Within the U.S. Army

By Order of the Secretary of the Army:

ERIC K. SHINSEKI
General, United States Army
Chief of Staff

Official:



JOEL B. HUDSON
Administrative Assistant to the
Secretary of the Army

History. This printing publishes a revision of this publication. Because the publication has been extensively revised, the changed portions have not been highlighted.

Summary. This regulation prescribes policies and procedures for reporting product quality deficiencies within the Army.

Applicability. This regulation applies to the Active Army, the Army National

Guard of the United States (ARNGUS), including periods when operating in their Army National Guard (ARNG) capacity, and the U.S. Army Reserve (USAR).

Proponent and exception authority. The proponent of this regulation is the Deputy Chief of Staff for Logistics (DCSLOG). The proponent has the authority to approve exceptions to this regulation that are consistent with controlling law and regulation. Proponents may delegate this approval authority, in writing, to a division chief within the proponent agency in the grade of colonel or the civilian equivalent.

Army management control process. This regulation does not contain management control provisions.

Supplementation. Supplementation of this regulation and establishment of command and local forms are prohibited without prior approval from DA Deputy Chief of Staff for Logistics (DCSLOG), ATTN: DALO-SM, Washington, DC 20310.

Suggested Improvements. Users are invited to send comments and suggested

improvements on DA Form 2028 (Recommended Changes to Publications and Blank Forms) directly to Director, U.S. Army Logistics Integration Agency, ATTN: LOIA-ZA, 5001 Eisenhower Avenue, Alexandria VA 22333-0001. It is preferred that users submit their suggested changes using the new electronic version of DA Form 2028 available via the DCSLOG Publications Management System at <http://lia.army.mil/dpmsh/index.htm>.

Distribution. This publication is available in electronic media only and is intended for command levels C, D, and E for the Active Army, the Army National Guard of the United States (ARNGUS), and the U.S. Army Reserve (USAR).

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*This regulation supersedes AR 702-7-1, 15 August 1980.

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Glossary

Chapter 1 Introduction

1-1. Purpose

This regulation sets forth policies and responsibilities for reporting product quality deficiencies within the Army. It complements AR 702-7, a joint regulation, which covers reporting of product quality deficiencies among the Services.

1-2. References

Required and related publications and prescribed and referenced forms are listed in appendix A.

1-3. Explanation of abbreviations and terms

Abbreviations and special terms used in this regulation are explained in the glossary.

1-4. Responsibilities

a. The Deputy Chief of Staff for Logistics is responsible for the Army Product Quality Deficiency Reporting System in the field.

b. Commanders, major Army commands (MACOMs) will ensure that users report defects pointed out during receipt, storage, and use of materials.

c. The Commanding General (CG), Army Materiel Command (AMC) will set up—

(1) Methods and give technical guidance for the Army Product Quality Deficiency Reporting System.

(2) A system for receiving, identifying, processing, controlling, and resolving quality deficiency reports (QDRs).

(3) Methods for reporting defects on materiel within the AMC wholesale system.

Chapter 2 Product Quality Deficiencies

2-1. Reporting and processing deficiencies

a. *Categories.* For reporting and processing purposes, each QDR will be grouped in either category I or II.

(1) *Category I.* This deficiency is one that—

(a) May cause death, injury, or severe occupational illness.

(b) Would cause loss or major damage to a weapon system.

(c) Would restrict the combat readiness of the using organization.

(2) *Category II.* This deficiency does not meet the standards for category I.

b. *Wholesale and retail level reporting.*

(1) Except for deficiencies excluded in this AR, those on materiel within the AMC wholesale level will be reported according to an AMC supplement. Urgent category I reports may be sent by Defense Switched Network (DSN). However, they must be confirmed by message within 48 hours.

(2) Deficiencies at the retail level will be reported per DA Pam 738-750 using SF 368, Product Deficiency Report, or prescribed message format.

c. *Responsibilities of activities receiving QDRs.* Activities receiving QDRs will—

(1) Acknowledge receipt within 7 days.

(2) Establish controls to ensure that reports are investigated.

(3) Ensure that deficiencies are corrected.

(4) Advise originators of action taken.

d. *Disposition of defective materiel.* Disposition instructions for defective materiel will be given within 45 calendar days from date of report. After that time, unless told otherwise, the holder of the exhibit will dispose of it.

e. *Suspension of use of defective items.*

(1) Deficiencies that degrade safety, greatly reduce operation, or severely damage an end item will be suspended from use promptly. Suspension will be as follows:

(a) Aviation-per AR 95-1.

(b) Ammunitions and explosives-per AR 75-1.

(c) All other items-per AR 750-10.

(2) Supply stocks (wholesale and retail) must not be issued until the condition is corrected. The Army Materiel Manager will tell users that delivery of materiel with that defect under the current contract will cease.

f. *QDRs to be processed with another Service.* These QDRs will be processed according to paragraph IIC, AR 702-7.

g. *Deficient materiel under warranty*. This materiel will be reported according to AMC supplementation or DA Pam 738-750.

2-2. Exclusions

For deficiencies reportable under other provisions, see table 2-1.

Table 2-1

Deficiencies reportable under other provisions

Deficiencies: In local purchases

Method of reporting: Local methods

Prescribing directive: AR 12-12 and AR 735-11-2

Deficiencies: On equipment involved in foreign military sales or grant aid under the Security Assistance Program after transfer of title

Method of reporting: SF 364 (Report of Item Discrepancy)

Prescribing directive: AR 12-12 and AR 735-11-2

Deficiencies: Wrong or improperly classified items, missing, or improper documents, overages or shortages, and hidden damages

Method of reporting: SF 364 (Report of Item Discrepancy)

Prescribing directive: AR 735-11-2

Deficiencies: Preserving, packaging, packing, and related markings

Method of reporting: SF 364 (Report of Item Discrepancy)

Prescribing directive: AR 735-11-2

Deficiencies: Losses or damages caused by the carrier in transit

Method of reporting: SF 361 (Discrepancy in Shipment Report)

Prescribing directive: AR 55-38

Deficiencies: Loss and damage freight against carriers, discrepancy data for prevention programs

Method of reporting: SF 361 (Discrepancy in Shipment Report)

Prescribing directive: AR 55-38

Deficiencies: Subsistence materiel

Method of reporting: DD Form 1608 (Unsatisfactory Materiel Report)

Prescribing directive: AR 30-16

Appendix A References

Section I

Required Publications

This section contains no entries.

Section II

Related Publications

A related publication is a source of additional information. The user does not have to read it to understand this publication.

AR 12-12

Processing Discrepancy Reports Against Foreign Military Sales Shipments

AR 40-61

Medical Logistics Policies and Procedures

AR 55-38

Reporting of Transportation Discrepancies in Shipments

AR 75-1

Malfunctions Involving Ammunition and Explosives

AR 95-1

Flight Regulations

AR 702-7

Product Quality Deficiency Report Program

AR 702-11

Army Quality Program

AR 702-18

Materiel Quality Control Storage Standards

AR 725-50

Requisitioning, Receipt, and Issue System

AR 735-11-2

Reporting of Item and Packaging Discrepancies

AR 750-1

Army Materiel Maintenance Policy and *Retail Maintenance* Operations

AR 750-10

Army Modification Program

DA Pam 738-750

Functional Users Manual for the Army Maintenance Management System

Section III

Prescribed Forms

This section contains no entries.

Section IV

Referenced Forms

SF 368

Product Deficiency Report

SF 364

Report of Item Discrepancy

SF 361

Discrepancy in Shipment Report

DD Form 1608

Unsatisfactory Materiel Report

Glossary

Section I Abbreviations

AMC

Army Materiel Command

CG

commanding general

DCSLOG

Deputy Chief of Staff for Logistics

MACOM

major Army command

Section II Terms

Army Materiel Manager

The AMC Major Subordinate Command shown by position one of the Materiel Category Code in the Army Master Data File for each national stock number.

Exhibit

A deficient item, or a sample item that represents the deficient condition, that can be analyzed to determine the cause of the defect.

Originator

An activity or person that discovers and reports a deficiency on SF 368, Product Deficiency Report, or in a message of a prescribed format.

Product quality deficiency

A nonconforming condition that limits or prevents the product from fulfilling its purpose. This includes defects in design, specification, material, manufacturing, and workmanship.

Quality deficiency report

The SF 368 or format used to record and send product quality deficiency data.

Section III Special Abbreviations and Terms

This publication uses the following abbreviations, brevity codes, or acronyms not contained in AR 310-50:

DSN

Defense Switched Network

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